

ITI LIMITED
(A Govt. of India Undertaking)



EXPRESSION OF INTEREST (EOI):

For Selection of Partner for Design, Configuration, Implementation, Integration, Operations and Maintenance of an Enterprise Healthcare Services Platform for State University

EOI No. ITI/MSP/LKO/EOI/EHSP/01

Dated: 25-08-2026

HEAD MSPUP

ITI Limited, MSP-UP

ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar, Lucknow- 226 010, India

Phone: (0522) 272-0301, 0302, 0305

Email: head_mspup@itiltd.co.in

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EOI NOTICE

EOI No. ITI/MSP/LKO/EOI/EHSP/01

Dated:25-08-2026

ITI Limited invites ONLINE bid in TWO COVER STSTEM (Technical & Financial) from eligible bidders which must be valid for a minimum period of 60 days from the date of bid opening for following items:

Project Description	EXPRESSION OF INTEREST EOI for Selection of Partner for Design, Configuration, Implementation, Integration, Operations and Maintenance of an Enterprise Healthcare Services Platform.
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Interested parties may view and download the tender document containing the detailed terms & conditions at free of cost from the websites <https://itilimited.ewizard.in> or

The ONLINE bid is to be submitted on <https://itilimited.ewizard.in> only.

The helpdesk nos. for online bidding : 9355030617,9355030618,011-49606060

ITI LIMITED
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(Invited through e-Tendering mode only)

EXPRESSION OF INTEREST (EOI) for Empanelled Business Associates for selection of a suitable partner for the proposed HIMS programme for UPUMS. The selected partner shall support in its bid to the End Customer and, if ITI Limited is awarded/authorised the project, shall execute the agreed downstream scope on a back-to-back basis.

EOI No. ITI/MSP/LKO/EOI/EHSP/01

Dated: 25-08-2026

We, as a Govt. of India Undertaking organization under the Ministry of Communication & IT, are engaged in ICT business along with other diversifying business areas.

This EOI/RFP/Tender is aimed at identifying suitable Commercial Organization as a 'System Integrator' having adequate strength in the above field.

The 'System Integrator' (SI) shall act as an OEM/System Integrator of ITI to execute the project in India. All mission critical activities would be managed and supervised by ITI through its experienced Managers and qualified Professionals in the respective areas.

With this vision and commercial objective, sealed bid is invited for the above-mentioned work. The Sealed Technical and Financial proposal under Two Cover-System may be submitted by the Bidder(s). It is must for the bidders to meet the Eligibility Criteria as mentioned in the EoI/RFP/Tender document.

The interested parties may collect the EoI/RFP/Tender document upon submission of EoI/RFP/Tender Document Cost to ITI by person or the same can be downloaded from the website and the said cost may be submitted along with the bid at the time of submission of offer.

Few important points & timelines are being furnished hereunder.

Sl.No.	Important Points/Timelines	Details
1.	EOI / Tender Enquiry Authority	HEAD MSPUP ITI Limited, MSP-UP ITI Bhavan, TC-18V, Vibhuti Khand GomtiNagar, Lucknow-226010, India Phone:(0522)272-0301,0302,0305 E-mail: head_mspup@itiltd.co.in
2.	Contact Person for the Clarification of EOI /Tender Document	Shri Altaf Khan Chief manager- Manager (MSPUP-Lucknow) Phone:7408095637 E-mail: altafkhan_mspup@itiltd.co.in
3.	Name of Assignment	EXPRESSION OF INTEREST EOI for Selection of Partner for Design, Configuration, Implementation, Integration, Operations

		and Maintenance of an Enterprise Healthcare Services Platform.
4.	Tender Reference No.	EOI No. ITI/MSP/LKO/EOI/EHSP/01
5.	Tender Type	Open Tender (2 Bid System)
6.	Tender Mode	ONLINE
7.	EOI Release Date	25-08-2026
8.	Last Date of Submission	02-09-2026 ; Till 10:00 Hrs.
9.	Date of Opening of Technical Proposals	02-09-2026 ; At 10:30 Hrs.
10.	Bids to be addressed to	HEAD MSPUP ITI Limited, MSP-UP ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar, Lucknow-226010, India
11.	Location of Proposal Opening	ITI Limited, MSP-UP Office, Lucknow
12.	Name/ designation of the contact personnel	Shri Altaf Khan Chief manager- Manager (MSPUP-Lucknow) Phone:7408095637 E-mail: altafkhan_mspup@itilttd.co.in
13.	EOI Category	Services
14.	Estimated Value of the Tender	INR 12.25 Cr.
15.	Earnest Money Deposit	INR 1312500/-
16.	e-tender Processing Fee (non-refundable)	Rs.11,800/-
17.	Proposal Validity period	120 Days from the day of opening of the Proposal
18.	Contact Details of E-Wizard	Helpdesk (10:00AM to 6:00PM): 011-49606060

In order to get the clarity of the Scope of work / Terms & Conditions, the bidders are requested to go through the whole EoI/RFP/Tender document and other project related requirements carefully. An explicit understanding of the requirement is rather essential for arriving at commercial assessment by the prospective bidders.

The selected bidder who is to play the role of a 'System Integration Associate (SIA)' has to enter into a Contract with ITI Limited to forge a case-specific business alliance (under sole investment business model) for arranging the requisite bidding inputs.

This EoI/RFP/Tender is being issued with no financial commitment and the response to this EoI/RFP/Tender shall not be assumed as mandatory for short listing of the vendor for giving the work.

Name: Shri Altaf Khan
Dept.: ITI MSPUP, Lucknow
Designation: HEAD MSPUP

Part I: Project Background

ITI Limited (ITI) is a Public Sector Undertaking which functions under the aegis of The Ministry of Communications and IT, Government of India.

We at **ITI Limited, MSPUP, Lucknow** (which is part of the ITI Limited Corporate Marketing Department located at Bangalore) are engaged in the business of Telecom /ICT and e-Governance projects implementation, Supply of Hardware and Software and the services related with these items.

ITI is interested in addressing some of the prospected business opportunities where it is strongly positioned by virtue of its 'PSU Status', proven 'Project Management Capabilities' and rich Relevant- Experience. ITI is looking for business association from reputed System Integrators/ OEMs who can assist ITI to win the business and ultimately help ITI in the execution of the project.

The objective of this Invitation for submission of bid is to identify a System Integration Associate (**SIA**) to address a particular 'Business Opportunity' / a kind of 'Business Opportunity' which has emerged or under process to emerge. **EXPRESSION OF INTEREST EOI for Selection of Partner for Design, Configuration, Implementation, Integration, Operations and Maintenance of an Enterprise Healthcare Services Platform** which is to be responded with the submission of Techno-commercial Proposal/Bid as in alignment of end customer Guidelines and SOW, Terms & Conditions. The process that will be mutually agreed between the said Institute and ITI Limited.

The selected bidder who is to play the role of a 'System Integrator' has to enter in to a contract with ITI Limited to forge a case-specific business alliance for addressing the opportunity as per the guidelines and process set by the end customer.

In the event of the award of an order to ITI, the selected business associate would act as a SI/Vendor to implement the project for which a separate 'Purchase Order' would be placed on the selected SI or ITI may follow the procedure as and guidelines as set by the end customer (the said Institute).

Part II - PROCEDURE FOR SUBMISSION OF E-TENDER

The bidders are required to submit soft copies of their bid electronically on the ITI e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the ITI e-Wizard Portal. For more information, bidders may visit the ITI e-Wizard Portal <https://itilimited.ewizard.in>

1. Registration Process on ONLINE Portal

- a) Bidders to enrol on the e-Procurement module of the portal <https://itilimited.ewizard.in> by clicking on the link "Bidder Enrolment" as per portal norms.
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
- c) Bidders must provide the details of PAN number, registration details etc. as applicable and submit the related documents. The user id will be activated only after submission of complete details. The activation process will take minimum 24 working hours. After completion of registration payment, you can also send your acknowledgement copy on our help desk mail id ewizardhelpdesk@gmail.com for activation of your account.
- d) Bidders to register upon enrolment their valid Digital Signature Certificate (DSC: Class III Certificates with signing key and encryption usage) issued by any Certifying Authority recognized by CCA India with their profile.
- e) A bidder should register only one valid DSC. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.
- f) Bidder then logs in to the site through the secured login by entering their user ID/password and the password of the DSC / e-Token.

2. Tender Document Search

- a. Various built-in options are available in the e-Wizard Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- b. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, a form of contract, location, date, other keywords, etc. to search for a tender published on the Online Portal.
- c. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'Interested Tenders' folder. This would enable the Online Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- d. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. Bid Preparation

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/PNG, etc. formats. Documents in PDF format with maximum Five (5) Mb file can be uploaded.

4. Bid Submission

- a. Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b. The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c. Bidders must pay required payments (Form fee, EMD, Tender Processing Fee etc.) as mentioned before submitting the bid
- d. Bidder to select the payment option mode as specified in the Schedule (EMD/FORM FEE Section) to pay the form fee/ EMD wherever applicable and enter details of the instrument.
- e. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- f. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- g. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- i. Kindly have all relevant documents in a single PDF file.
- j. The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

5. Amendment of bid document

At any time prior to the deadline for submission of proposals, the institutions reserve the right to add/ modify/ delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. Instruction to Bidders

- a. Process for Bid submission through ITI Ewizard portal is explained in Bidder Manual. Bidders are requested to download Bidder Manual from the home page of website (<https://itiltd.euniwizarde.com>). Steps are as follows:

(Home Page $\Rightarrow$ Downloads $\Rightarrow$ Bidder Manuals).

- a. The tenders will be received online through portal <https://itilimited.ewizard.in>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.

Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/e- Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://itilimited.ewizard.in>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the website <https://itilimited.ewizard.in> under the link 'DSC help'.

- b. Tenderers are advised to follow the instructions provided in the 'User Guide and FAQ' for the e-Submission of the bids online through the ITI e-Wizard Portal for e-Procurement at <https://itilimited.ewizard.in>
- c. The bidder has to "Request the tender" to portal before the "Date for Request tender document", to participate in bid submission.

7. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

8. Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
9. No deviation to the technical terms & conditions allowed.
10. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bids

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the 12x7 Helpdesk Support.

The helpdesk nos. for online bidding: **+91 9355030617, +91 9355030618, 011-49606060**

Part III: General Terms and Conditions of EoI/RFP/Tender

The prospective bidders are advised to study the EoI/RFP/Tender document carefully. Submission of your offer/bid shall be deemed to have been done after careful study and examination of the EoI/RFP/Tender with full understanding of its implications. Failure to furnish all information required in the EoI/RFP/Tender Document or submission of an offer/bid not substantially responsive to EoI/RFP/Tender in every respect will be at the Bidder's risk and may result in its outright rejection.

1	Vendor of ITI	Order will be awarded to vendor only after acceptance of ITI Proposal by end customer and as per guidelines of end customer work order /agreement.
2	Non -transferable Offer	This EoI/RFP/Tender document is not transferable. Only those, who have purchased this offer document, are entitled to bid.
3	Only one Proposal	The Bidder should submit only one Bid/Offer/Proposal. If the Bidder submits or participates in more than one proposal, such proposals shall be disqualified.
4	Language of the Bid	All information in the Bid, correspondence and supporting documents, printed literature related to the Bid shall be in English. Failure to comply with this may disqualify a Bid. In the event of any discrepancy in meaning, the English language copy of all documents shall govern.
5	Clarification and Amendment in Tender	At any time before the submission of Proposals, ITI may amend the EoI/RFP/Tender document by issuing an addendum / corrigendum in writing or by standard electronic means. The addendum / corrigendum shall be sent to all contenders and will be binding on them. The Bidders shall acknowledge receipt of all amendments. To give bidders reasonable time in which to take an amendment into account in their Proposals ITI may, if the amendment is substantial, extend the deadline for the submission of Proposals.
6	Amendment to Bid	At any time prior to the deadline for submission of bids, the bidder may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, submit the Revised Financial Bid.
7	Modification and Withdrawal of Bid	No bid may be withdrawn or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified in

		Bid documents. Modification or Withdrawal of a bid during this interval will result in the forfeiture of its bid security.
8	Validity of Offer	The offer should be valid for a minimum period of 3 months from the date of submission. The Bids valid for a period shorter than specified period shall be rejected.
9	Prices	The prices quoted by the Bidder shall be FIRM during the performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
10	Deviation Clause	No Deviation from Specifications, Terms & Conditions of the tender is allowed. Quotations having deviation from our specifications, standard terms & conditions would be liable to be rejected.
11	Taxes and duties	The taxes and duties are to be clearly mentioned, if any.
11	Warranty and Comprehensive Annual Maintenance Contract (CAMC)	a) Onsite comprehensive standard warranty or back-to-back or as per end customer's requirement. b) CAMC, if awarded by the end Customer to ITI then the same shall be awarded to the successful declared bidder in this tender keeping the same percentage margin as calculated in this tender. CAMC to be done by the firm after the warranty period is over.
12	Liquidated Damages (LD)	Liquidated Damages shall be levied on back-to-back basis i.e. ITI shall deduct from the payment on amount equal to the LD levied on ITI by the end customer.
13	Training	Training of customer officers/representatives will be the responsibility of the selected Bidders.
14	Damage to Assets	In case of any accident/damage to customer/end user properties by the vendor, full responsibility will be attributed to the vendor.
15	Contractual Period	ITI's Delivery date provided to ITI by customer. Delivery extension will be on back-to-back basis. The successful Bidder shall so organize his resources and perform his work as to complete it not later than the date agreed to.
16	Extension of Contract	On back-to-back basis.
17	Inspection Authority	All supplies will be subject to customer & ITI inspection. Vendor will have to produce the material delivery/receipt certificate certified by the customer along with its own delivery of material receipt.
18	Pre-Dispatch Inspection / Inspection Clause	Inspection may be done by ITI representative if required. ITI shall have free access to the supplier's works during testing and final inspection. Vendor shall inform Project Manager of ITI not less than one week in advance. All testing arrangements shall be the responsibility of the vendor. ITI reserves the right to inspect the material along with end customer or third party (if required) during manufacturing and/or before dispatch as per specifications and test protocols.
19	Earnest Money Deposit (EMD)	For offline bid submission, the Tender Document Cost and EMD, wherever applicable, shall be submitted through DD in favour of "ITI Limited", payable at Lucknow, along with the bid, within the stipulated date and time. Exemption: Startups holding a valid DPIIT Certificate shall be exempted from EMD, subject to applicable Government/ITI Limited provisions.
20	Performance Security	The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract (if signed). The performance security will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract. The value of performance security shall be 5% of contract value (issued to Business Associate/SIA by ITI) or end-customer's performance security (as per order to ITI) whichever is lower.
21	Consortium Bidding	NOT ALLOWED

22	Signing of the Bids	The Bid must contain the name, residence and place of business of the person or persons making the Bid and having Power of Attorney and must be signed & submitted by the Bidder with his usual signatures. Satisfactory evidence of authority of the person signing the bid on behalf of the Bidder shall be furnished on non-judicial stamp paper of an appropriate value with the Bid in the form of a Power of Attorney, duly notarized by a Notary Public , indicating that the person(s) signing the bid have the authority to sign the bid and that the bid is binding upon the Bidder during the full period of its validity. All the pages of Bid document and supporting documents must be signed and stamped by the authorized signatory having Power of Attorney. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the bid.
23	Submission of Tender	ONLINE AS PER Part II - PROCEDURE FOR SUBMISSION OF E-TENDER
24	Opening of Tender	Technical bid will be opened on due date of tender opening. Note 1: The bidders or their authorized representatives may also be present during the opening of the Technical Bid, if they desire so, at their own expenses.
25	Rejection of Bid	ITI reserves the right to reject any or all tenders/quotations/bids received or accept any or all tenders/quotation/bids wholly or in part. Further, ITI reserves the right to order a lesser quantity without assigning any reason(s) thereof. ITI also reserves the right to cancel any order placed on basis of this tender in case of strike, accident or any other unforeseen contingencies causing stoppage of production at ITI or to modify the order without liability for any compensation.
26	Force Majeure	Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations, if the non-performance results from such Force Majeure circumstances i.e. Flood, Fire, Earth Quake, Epidemic and other acts of God as well as War, Military Operation, Blockade, Act or Actions of State Authorities that have arisen after signing of the present contract. Party invoking this clause shall serve notice of seven days along with the proof of occurrence of the force majeure event to the opposite party. At the time of cessation of such force majeure event a notice of the same shall also be served to the opposite party. In such circumstances, upon a written approval of ITI, the time stipulated for the performance of an obligation under the present contract will stand extended correspondingly for the period of time of action of these circumstances and their consequences. However, any such extension shall be given only if extension is granted by the ultimate buyer/ user. Parties at all times take reasonable steps within their respective powers and consistent with good operation practices (but without incurring unreasonable additional costs) to: a) Prevent Force Majeure Events affecting the performance of the Company's obligations under this agreement; b) Mitigate the effect of any Force Majeure Event; and c) Comply with its obligations under this agreement. Further if the period of Force Majeure event extends beyond three months* the parties may consider the fore closure of the agreement.

		* Period of three months may vary at the discretion of ITI as per the validity period of the contract.
27	Arbitration	All disputes arising out of this contract shall be referred to the sole arbitration of MSP Head, ITI Limited, LUCKNOW or his nominee as per the provisions of Indian Arbitration and Reconciliation Act 1996. Decision of arbitrator shall be final and binding on both the parties.
28	Jurisdiction	This contract between the supplier and buyer shall be governed by the laws of India and this contract shall be taken up by the parties for settlement and orders only in Lucknow jurisdiction.
29	Other Terms and Conditions	
a	The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of ITI shall be final, conclusive and binding on the Bidder(s). In a nutshell, the Conditional Bid or Bid with deviations will be summarily rejected.	
b	The Bids/Offer of the Qualified bidders (who qualify the eligibility conditions) only would be subjected to the technical-evaluation.	
c	The bidder is expected to go through the Scope of work and Specifications. The bidders are to quote only fully compliant solution.	
d	The bidder may be required to study the existing system being used by the end-client to assess the exact requirements and the Quantum of work on “No-commitment” basis (no commercial compensation would be given to the bidder either by ITI or the end-client for doing this exercise).	
e	The bidder is required to extend the requisite support during the evaluation by giving Technical Presentation /Demonstration /Arranging site visits (if required) on “No-Cost No-commitment” basis.	
f	Any clarification issued by ITI in response to query raised by prospective bidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.	
G	A clause-by-clause compliance statement to all Sections of the EoI/RFP/Tender document is to be submitted in the Technical Bid, demonstrating substantial responsiveness. A bid without clause-by-clause compliance statement to Eligibility Criteria of the EoI/RFP/Tender document, shall not be considered for evaluation and shall be summarily rejected.	
H	The bidder should study carefully the document to assess the work and Risk factors associated with such type of Business opportunities.	
i	The bidder should enclose the documents in their ‘ Technical Bid ’ as specified in the tender documents.	
j	Please note that if any document/authorization letter/testimonies are found fabricated /false/ fake, the bid will be declared as disqualified and EMD will be forfeited. This may also lead to the black-listing of the bidder.	
k	All the required documents to establish the bidder’s eligibility criteria should be enclosed with the original bid/offer (Technical-Bid) itself. The EoI/RFP/Tender will be evaluated on the basis of the documents enclosed with the original bid/offer only. ITI will not enter into any correspondence with the bidder to get these certificates/ document subsequently. However, it reserves its right to get them validated/verified at its own.	
l	Due to any breach of any condition by the bidder, the Bid Security (EMD) submitted by the bidder may be forfeited at any stage whenever it is noticed and ITI will not pay any damage to the bidder or the concerned person. The bidder or/and the person will also be debarred for further participation in future EoI/RFP/Tenders.	
m	All suppliers (including small scale units who are registered with the National Small Scale Industries Corporation under Single point registration scheme) shall furnish Bid Security to the purchaser as per the requirement. As such no bidder is exempted to furnish the EMD.	
n	The successful bidder’s bid security (EMD) will be discharged upon the bidder’s acceptance of ITI’s Order in due course of time and furnishing the Requisite Performance Security/Guarantee. The bid security of the unsuccessful bidder will be returned/ discharged within a month of the opening of the Bids.	
o	Suitable ‘Training’ would have to be imparted to ITI personnel at Bidder’s cost in the areas of Installation, day to day Maintenance and Operation of entire system (in the event of placement of order by ITI). The training of the personnel shall be to ensure trouble free operations of the System/Equipment by the end customer.	
P	The bidder is required to enclose Notarized Copy of the Power of Attorney from its Directors/Top management which should indicate clearly the name of the signatory and title. The Bidders must ensure	

	that all the documents are sealed and signed by authorized signatory.
Q	The Power of Attorney given to the Authorized Signatory should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the respective states(s) and the same be attested by a Notary public or registered before Sub-Registrar of the states(s) concerned.
R	“DISCOUNT, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule.
S	Sealed offer/bid prepared in accordance with the procedures enumerated above should be submitted to the Tenderer not later than the date and time laid down, at the specified address.
T	ITI shall not be responsible for any postal delay about non-receipt / non- delivery of the bid/documents. This EoI/RFP/Tender Document is absolutely not transferable.
U	The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to ITI to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of the EoI/RFP/Tender.
V	It is further stressed that synergies between ITI's competitors with the bidder or cartel Formation with other bidders would result in Disqualification of the Bidder.

I. Special Terms and Conditions of RFP/EoI/Tender:

1. The requirement is meant for addressing a business opportunity which has emerged from some Govt. body against their already published tender-Notification / Invitation for the submission of Bids/Quotes which envisages Implementation of Project.
2. The broad ‘Scope of Work’ would be as per the EoI/RFP/Tender Document. However, the exact Scope of Work will be intimated to the selected SI/Vendor in due course of time (once bidder is short-listed) for addressing the opportunity.
3. The bidder (in the capacity of a System Integrator) is supposed to address the business opportunity jointly with ITI under “Sole Investment Business Model”. This may include arranging Bid Security and Performance Bank guarantee etc. All ‘Terms and Conditions’ as per ITI’s customer with regard to Payment / Reward / Delivery/Penalty shall be applicable on the selected Business Associate /SI also (in the event of the award of the business to ITI by the end-customer). It may please be noted that ITI shall open ‘Escrow Bank Account’ with the business associate (in the event of the award of the order to ITI).
4. The bidder must be prepared to work with ITI limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal (to the end-client) through other business partner/PSU. In case of violation of the same, the EMD shall be forfeited and the bidder will be black-listed.
5. Consortium bidding is not allowed for this EoI/RFP/Tender.
6. Agencies should be willing to impart required training to ITI engineers for undertaking services & execution of project.
7. Agencies will be responsible for any short coming in the BOM and the same should be rectified free of cost.
8. Agencies should be willing to provide TOT for manufacturing of offered products in ITI if the bidder is an OEM.
9. Agencies should be willing to sign an exclusive agreement with ITI for smooth execution of the project.
10. Earnest Money Deposit (EMD) / Bid security required for submitting the bid will be borne by the selected agency.
11. All CVC circulars/ Statutory guidelines as applicable needs to be followed.

II. EoI/RFP/Tender Rejection Criteria:

The EoI/RFP/Tender/Bid will be rejected in case any one or more of the following conditions are observed:

1. Bids received without Proof of Purchase of EoI/RFP/Tender Document and EMD as per requirement.
2. Bids which are not substantially responsive to the Invitation for EoI/RFP/Tender.
3. Incomplete or conditional EoI/RFP/Tender that does not fulfill all or any of the conditions as specified in this document.
4. Inconsistencies in the information submitted.
5. Misrepresentations in the bid proposal or any supporting documentation.
6. Bid proposal received after the last date and time specified in this document.
7. Unsigned bids, bids signed by unauthorized person (without a valid Power of Attorney).
8. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.
9. Bid shall remain valid for the specified period from the date of opening of EoI/RFP/Tender prescribed by the purchaser. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

III. Best Qualified Bid Evaluation Methodology:

- a. This EoI/RFP/Tender would be subjected to a Single Stage (Technical) Evaluation Process. All the Bidders are requested to note the entire evaluation process carefully.
- b. Prior to the detailed evaluation, ITI will determine the substantial responsiveness of each Bid to the EoI/RFP/Tender Document. For the purpose of ascertaining the eligibility,
- c. A substantially responsive bid is one which confirms to all the terms and conditions of the EoI/RFP/Tender Document without deviations.
- d. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- e. ITI may waive any minor infirmity or non-conformity or irregularity in the bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or effect the relative ranking of any bidder. The bids submitted by the Bidders would be subjected to a well-defined and transparent evaluation process.
- f. The Bids would be evaluated by a duly constituted Committee of ITI Limited, whose decision would be generally taken as final, unless the aggrieved party establishes any Prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 3 working days of receipt of decision from ITI Limited, duly listing the reasons / grounds. Such a representation would be considered at Senior Management Level of the Tendering Authority, whose decision would be final and binding on all the bidders.
- g. The Bidders who have submitted the EoI/RFP/Tender Document cost & EMD will be considered for Technical Evaluation.
- h. In Technical Evaluation process, all the Technical Bids of the preliminary eligible bidders (as mentioned above) would be scrutinized thoroughly w.r.t our EoI/RFP/Tender Document.
- i. ITI reserves the right to reject any or all bids without assigning any reasons thereof. It shall not be obligatory for ITI to award the work only to the lowest bidder.

IV. Documents to be submitted along with the "Technical Bid":

The Bidder/System Integrator (SI) must submit the following documents along with their Technical Bid:

1. **BID COVERING LETTER**
2. **BIDDERS PROFILE**

3. **PROOF OF EMPANELMENT WITH ITI, IF AVAILABLE.**
4. **CASE-SPECIFIC POWER OF ATTORNEY AUTHORIZING THE BIDDER TO SUBMIT THE BID/EOI ON BEHALF OF THE BIDDER/CONSORTIUM.**
5. **TENDER-DOCUMENT COST OF REQUIRED AMOUNT.**
6. **BID SECURITY (EMD) OF REQUIRED AMOUNT.**
7. **COPY OF PAN CARD.**
8. **GST REGISTRATION CERTIFICATE.**
9. **UNDERTAKING AGAINST NON-BLACKLISTING**
10. **DECLARATIONS**
11. **COMPLIANCE STATEMENT OF ELIGIBILITY CRITERIA OF THE BIDDER**
12. **BID SECURITY DECLARATION**
13. **DETAIL OF WORK EXPERIENCE**
14. **FINANCIAL STRENGTH OF THE BIDDER**
15. **INTEGRITY PACT**
16. **MANUFACTURER'S AUTHORIZATION FORM**
17. **TENDER DOCUMENTS DULY SIGNED & ACCEPTED BY THE BIDDER**

In case, the bidders do not submit any of the above-mentioned papers/information along with Expression of Interest, his bid will be rejected and bid will not be considered for further evaluation.

It is reiterated that any bid not fulfilling any of the essential requirements mentioned in this EoI/RFP/Tender document would be classified as "Technically Non-Qualified/Non-Responsive" and Commercial bids of such bidders will not be opened and subsequently returned to the bidder. No relaxation would be given to any bidder on any of these conditions.

Part IV: Scope of Work

The scope below is a downstream flow-down of the End Customer HIMS programme. The final End Customer RFP/Agreement, corrigenda and ITI Limited work order shall prevail for the exact allocated scope. The Business Associate shall include all activities reasonably necessary to deliver a complete, production-ready and supportable solution even where an enabling task is not separately itemised.

3.1 Overall Responsibilities

Provide a production-grade HIMS platform covering the Common Core and all mandatory modules allocated by ITI Limited, with unlimited authorised users and role-based access.

Undertake requirement discovery, configuration, localisation, workflow design, integration, migration, testing, security assurance, training, adoption, Go-Live, stabilisation and operations/maintenance.

Provide the Event Ledger / auditable evidence required for verification of Successful Digital Events (SDEs), without duplicate or artificial event generation.

Support ITI Limited in End Customer presentations, technical clarifications, architecture reviews, security reviews, audits, acceptance, billing evidence and contract-management activities.

Maintain single-point accountability for all proposed OEM/CSP/specialist components and ensure that third-party dependencies do not impair ITI Limited's obligations to the End Customer.

3.2 Common Core Platform

The Common Core is an unbillable enabling layer and shall be included in the quoted module/SDE rates. It shall not attract a separate recurring event charge.

ID	Common Platform Area	Minimum Outcome
CP-01	Patient Identity, MPI and ABHA	Unique patient identity, duplicate prevention, UHID/ABHA linkage, merge/unmerge and longitudinal record continuity.
CP-02	User, Role and Organisation Management	Facility/department/role hierarchy, RBAC, delegated administration, MFA and access review.
CP-03	Longitudinal Health Record	Cross-episode clinical summary, problems, diagnoses, allergies, medications, investigations and documents.
CP-04	Workflow, Rules and Forms Engine	Configurable workflows, forms, templates, validations, alerts, worklists and maker-checker controls.
CP-05	Interoperability and API Gateway	ABDM and approved standards, API lifecycle, consent-aware exchange, throttling, monitoring and retries.
CP-06	Master Data and Terminology	Controlled facility, service, tariff, test, drug, procedure, payer and clinical terminology masters.
CP-07	Video and Communication Integration	Approved video/messaging integration without a separate telemedicine payment event.
CP-08	Audit, Logging and Compliance	Tamper-evident access/transaction/admin logs, audit search, export, retention and investigation support.
CP-09	Security, Privacy and Consent	Encryption, IAM/MFA, consent, minimum-necessary access, incident controls and privacy-by-design.
CP-10	Document and Report Services	Templates, generation, digital authentication, versioning, print/export and machine-readable output.
CP-11	Notifications and Communication	SMS, email, app notifications and configurable event/workflow alerts with delivery logs.
CP-12	Analytics and Dashboards	Operational, clinical, financial, adoption and management dashboards with drill-down/export.
CP-13	Event Ledger and Payment Verification	Immutable SDE evidence, deduplication, certification, reconciliation and payment traceability.
CP-14	Hosting, DR and Business Continuity	Approved India-hosted production/DR, backup, monitoring, resilience, RPO/RTO and continuity testing.
CP-15	Configuration and Administration	Role, workflow, master, facility, department, form, dashboard and policy administration with change history.

ID	Common Platform Area	Minimum Outcome
CP-16	Service Management and Observability	Helpdesk, incident/problem/change management, monitoring and service reporting.

3.3 Mandatory HIMS Modules and Working SDEs

The downstream solution shall cover the following 30 mandatory modules. Each module has one principal SDE for commercial measurement. Final SDE definitions, exclusions, evidence and Evaluation Volumes shall be as issued by ITI Limited based on the End Customer schedule.

ID	Mandatory Module	Working SDE Name	High-Level Outcome
M-01	OPD Registration	Completed OPD Registration SDE	Patient identification, UHID/ABHA linkage, demographic validation, encounter creation and auditable completion of outpatient registration.
M-02	Appointment Scheduling	Completed Appointment Lifecycle SDE	Service calendars, slots, referrals, rescheduling, reminders and confirmation of a valid appointment record.
M-03	Queue Management	Serviced Clinical Queue Encounter SDE	Token generation, multilingual display, prioritisation, routing, calling, transfer, completion and waiting-time analytics.
M-04	Doctor OPD Workbench	Digital OPD Consultation SDE	Longitudinal summary, problem/diagnosis, notes, orders, prescription, referral, follow-up and authenticated consultation.
M-05	Nursing OPD Workbench	OPD Nursing Care Encounter SDE	Vitals, screening, assessment, procedures, counselling, vaccination support and authenticated nursing documentation.
M-06	CPOE / e-Prescription	Digitally Signed Clinical Order SDE	Electronic orders for medication, laboratory, imaging, procedures, diet and other destinations with lifecycle and acknowledgement.
M-07	Emergency Management	Digitally Triage Emergency Episode SDE	Rapid registration, triage, emergency doctor/nursing workflows, orders, medico-legal flags, disposition and audit.
M-08	IPD / ADT	Completed ADT Event SDE	Admission, bed allocation, authorised transfer, discharge and complete ward/bed/treating-unit history.

ID	Mandatory Module	Working SDE Name	High-Level Outcome
M-09	Doctor IPD Workbench	Inpatient Medical Review Day SDE	Ward/ICU lists, daily progress, rounds, orders, referrals, treatment review and discharge readiness.
M-10	Nursing IPD Workbench	Inpatient Nursing Care Day SDE	Nursing assessment, care plans, eMAR, vitals, intake-output, procedures, escalation and handover.
M-11	Discharge Management	Authenticated Discharge / Closure Summary SDE	Discharge workflow, reconciliation, clinician-controlled AI-assisted drafting, coding, instructions and authenticated closure.
M-12	Diet and Kitchen Management	Inpatient Diet Care Day SDE	Diet orders, restrictions, menu planning, kitchen production, distribution, ward confirmation and reconciliation.
M-13	Internal Clinical Referral	Completed Internal Clinical Referral Loop SDE	Specialty request, triage, acceptance, scheduling, advice, closure and feedback within the institution.
M-14	Inter-facility Referral Management	Completed Inter-facility Referral Loop SDE	Referral package, receiving-facility communication, transport/escort data, acknowledgement, outcome update and continuity.
M-15	Billing and Financial Management	Final Reconciled Patient Bill SDE	Charge capture, concessions, deposits, packages, payer allocation, receipts/refunds, reconciliation, audit and final bill.
M-16	PM-JAY / Ayushman Claims	PM-JAY Claim Initiation SDE	Beneficiary verification, package workflow, pre-authorisation, documentation, claim initiation, queries and status tracking.
M-17	Laboratory Information System	Authorised Laboratory Result SDE	Order receipt, accession, sample tracking, analyser integration, QC, validation, authorisation, critical alerts and reports.
M-18	Pharmacy	Prescription Fulfilment SDE	Prescription worklist, dispensing, substitutions, batch/expiry, returns, controlled-drug controls and store/billing integration.

ID	Mandatory Module	Working SDE Name	High-Level Outcome
M-19	Blood Bank	Blood Component Custody Movement SDE	Donor/component records, testing, inventory, cross-match, reservation, issue/return, transfusion traceability and haemovigilance.
M-20	Vaccination and Immunisation	Vaccine Dose Administration SDE	Schedule, eligibility, stock/batch, consent, administration, adverse-event recording, certificate and registry exchange.
M-21	OT / Surgery Management	Digitally Activated OT Case SDE	Surgery scheduling, pre-anaesthesia, checklist, team, implant/consumable capture, operative note, recovery and closure.
M-22	Physiotherapy	Physiotherapy Session SDE	Referral, assessment, treatment plan, scheduled session, intervention record, outcomes and progress review.
M-23	Dialysis	Dialysis Session SDE	Prescription, pre-check, machine/consumables, session monitoring, medication, complications, adequacy and closure.
M-24	Chemotherapy	Chemotherapy Administration Session SDE	Regimen/protocol, body-surface calculations, pharmacy verification, safety checks, administration, observations and closure.
M-25	Psychotherapy / Counselling	Psychotherapy / Counselling Session SDE	Referral, consent, confidential assessment, session documentation, care plan, risk escalation and follow-up.
M-26	Medico-Legal Case / MLR	Digitally Documented Medico-Legal Case SDE	MLC creation, police/intimation records, evidence chain, examination, certificates, registers and controlled access.
M-27	Birth Registration	Authenticated Birth Registration SDE	Birth event, mother/newborn linkage, statutory data, authentication, certificates and approved registry exchange.
M-28	Death Registration	Authenticated Death Registration SDE	Death event, cause/certification workflow, statutory data, authentication, certificates and registry exchange.

ID	Mandatory Module	Working SDE Name	High-Level Outcome
M-29	Autopsy Management	Authenticated Autopsy Report SDE	Case receipt, authorisation, specimen/evidence tracking, findings, cause of death, report authentication and release controls.
M-30	Mortuary Management	Mortuary Custody Intake SDE	Body intake, identity, storage location, custody, property, movement, handover/release and complete audit trail.

3.4 SDE and Commercial Principles

One principal SDE shall apply per module. Multiple genuine occurrences may be payable only where they satisfy the issued SDE definition and are supported by the Event Ledger.

No payment shall arise merely from screen opening, login, draft saving, duplicate/replayed transactions, failed/cancelled events excluded by the SDE rules, technical retries or system-generated artefacts without the underlying clinical/operational outcome.

The Base SDE Rate quoted by the Business Associate shall be all-inclusive of software/licence rights for the contract term, configuration, development, implementation, integrations, migration, security, hosting allocation where assigned, training, support, O&M, upgrades, captive workflow devices where specified, statutory changes and exit/continuity obligations.

The Quick Production-Grade POC is unpaid. SDE payment starts only after the relevant module has achieved Go-Live Acceptance and the applicable SDE has been verified.

Evaluation Volumes are only for common financial comparison. ITI Limited does not guarantee any minimum SDE volume, revenue, utilisation or future Statewide work.

3.5 Quick Production-Grade POC

The selected partner shall complete a whole-system Quick Production-Grade POC within 45 calendar days from the POC Day-0/LoA or such date directed by ITI Limited.

The POC shall use the bidder's existing working platform and production-grade/directly production-convertible components. Slideware, static mock-ups or fabricated demonstration-only flows shall not be treated as product readiness.

The POC shall cover an integrated patient journey, clinical workflows, support services, ABDM/interoperability, audit/security, Event Ledger and the major FRS groups. ITI Limited may provide a controlled demo script/scenarios separately; the detailed script need not form part of the published EOI.

If ITI Limited/End Customer directs a remedial POC, one remedial opportunity of up to 30 calendar days shall be provided without additional payment.

3.6 Interoperability, ABDM and Health Standards

Support ABDM M1/M2/M3-equivalent functions applicable to the scope, including ABHA creation/verification, care-context linking, HIP/HIU consent-based exchange and FHIR R4 data packaging, using current production APIs/standards notified by NHA.

Support standards relevant to healthcare interoperability including FHIR, HL7 v2.x where applicable, DICOM, LOINC, SNOMED CT/ICD and EHR Standards for India, as applicable to the module and End Customer requirements.

Provide secure APIs and integration adapters for existing Government/legacy systems, payment gateways, SMS/e-mail, devices, LIS/RIS/PACS, PM-JAY/beneficiary systems and other systems identified during discovery.

No separate tele-consultation payment event shall arise where video/communication is an enabling feature of the relevant clinical workbench.

3.7 Data Migration, Master Data and Coexistence

Migrate structured digital data made available by the End Customer in documented formats, including cleansing, mapping, deduplication, validation, reconciliation and sign-off.

Preserve continuity with existing systems where ITI Limited/End Customer decides phased coexistence or integration rather than immediate replacement.

Maintain governed master data for patients, facilities, departments, services, tariffs, tests, medicines, procedures, users and clinical terminology with complete change history.

3.8 Hosting, Security, Privacy and Resilience

Deploy on the hosting/DC/cloud arrangement approved by ITI Limited/End Customer. The design shall support the workload/data classification determined under applicable Government/MeitY policy and shall keep regulated data within the jurisdiction required by law and the End Customer.

Implement security- and privacy-by-design including RBAC, MFA where required, least privilege, encryption in transit and at rest, secrets management, secure SDLC, vulnerability management, audit trails, backup, DR, monitoring, logging and incident-response procedures.

Comply with the Information Technology Act, CERT-In directions, Digital Personal Data Protection Act, 2023 and rules/provisions in force from time to time, NHA/ABDM requirements, End Customer policies and other applicable laws.

Maintain logs and security evidence for the longer of the period mandated by applicable law, ITI Limited or the End Customer, and support CERT-In/security incident reporting within statutory timelines.

Provide periodic VAPT/security audit remediation and Safe-to-Host / equivalent security evidence where required by ITI Limited or the End Customer.

3.9 Training, Adoption and Change Management

Prepare role-based training material, SOPs, quick-reference guides, videos and administrator documentation.

Conduct train-the-trainer and department/user training, Go-Live floor support, adoption monitoring and refresher sessions.

Configure workflows in consultation with authorised users while preserving auditability, safety and standardisation. Material scope changes shall follow formal change control.

3.10 Operations, Maintenance and Support

Provide 24x7 monitoring for critical production services, helpdesk/incident management, corrective and preventive maintenance, patching, upgrades, database/application administration and security support.

Maintain monthly availability of at least 99.5% for accepted production modules and the common core, subject to approved exclusions and the final End Customer SLA.

Provide release, configuration and change management with traceability from requirement through test, deployment and rollback.

Provide monthly reports covering availability, incidents, SDE/Event Ledger reconciliation, adoption, security, capacity, changes, pending risks and corrective actions.

3.11 Deliverables and Timelines

Milestone	Deliverable	Minimum Outcome
Day 0	LoA/POC Day 0 and mobilisation instruction	Contract kick-off, mobilisation and initial risk/dependency register
Day 5	Mobilisation plan	Governance, personnel, access, discovery and POC plan
Day 15	Architecture/discovery baseline	Current-state, architecture, integrations, data, security and acceptance baseline
Day 30	Integrated POC readiness	Configured integrated environment, evidence and controlled scenario rehearsal
Day 45	Whole-system Quick Production-Grade POC	POC demonstration/evidence; no separate payment
Within 30 days of remedial direction	Remedial POC, if directed	One remedial opportunity without additional payment
Day 60	Post-POC rollout plan	Module cohorts, dependencies and acceptance schedule
Day 90	Initial production cohort	First accepted production modules/integrations/adoption
Day 180	Programme target	Target Full-System Go-Live
Day 270	Binding long-stop	Full-System Go-Live for all mandatory scope
Operations	Monthly service cycle	SLA, Event Ledger, support, security, adoption, invoicing evidence
Exit	Exit/transition	Data/source/documentation/credential handover and continuity

The Day-180 Full-System Go-Live is the programme target. Day-270 is the binding long-stop for the mandatory scope, subject to extensions/relief only to the extent permitted under the End Customer contract and attributable dependencies.

3.12 Future State-wide Scale-up

Any future scale-up to other Government medical institutions/health facilities shall arise only upon a separate approval/order received by ITI Limited. No exclusivity, minimum quantity or assured future work is created by this EOI. If such work is awarded to ITI Limited and allocated to the selected Business Associate, the same architecture, interoperability, security and rate/ceiling principles shall apply subject to the applicable call-off/work order.

3.13 Financial Proposal Structure

Financial Proposal shall be submitted only in the prescribed Financial Packet/BOQ and shall not be disclosed in the Technical Packet.

Each mandatory module shall have one quoted Base SDE Rate, exclusive of GST. The Common Core and all enabling/included costs shall be embedded in these rates and shall not be separately billed unless ITI Limited expressly provides a separate line item.

ITI Limited shall insert/issue the common Evaluation Volume and any approved ceiling rate for each module before final publication/financial opening. The Evaluated Financial Proposal shall be the aggregate of Evaluation Volume x quoted Base SDE Rate across the relevant modules plus any expressly identified fixed items.

GST shall be shown separately. Any ITI Limited programme-management/service charge to the End Customer is outside the downstream Business Associate quote.

Part V-A: PRE-QUALIFICATION CRITERIA

S.N.	Particulars	Mandatory Criteria / Documentary Evidence	Evidence Required
1	ITI Limited Empanelment	Valid ITI Limited Business Associate empanelment; certificate/letter to be submitted.	Documentary Evidence is required
2	Annual Turnover / Financial Capacity	The bidder shall have an average annual turnover of not less than 50% of the Estimated Contract Value (ECV) during the last three completed financial years. Documentary Evidence: audited financial statements and CA/Statutory Auditor certificate with UDIN, as applicable. A bidder claiming Startup relaxation shall additionally submit a valid DPIIT Startup Recognition Certificate.	(i) Certificate of Incorporation/registration certificate (ii) PAN; (iii) GSTIN; (iv) MoA/AoA or LLP/Partnership Deed; (v) Affidavit confirming no change in legal status during the last 3 financial years.
3	Total Manpower Strength > 50	More than 50 full-time payroll personnel in software/IT/implementation/integration/support or related technology functions as on the bid due date. Submit HR/CA/Auditor certificate and supporting evidence/HR EPFO/ESIC/payroll	Documentary Evidence is required

S.N.	Particulars	Mandatory Criteria / Documentary Evidence	Evidence Required
		Certificate.	
4	Non-Blacklisting	Bidder shall not be presently blacklisted/debarred from public procurement by Government/PSU/Autonomous Body, subject to disclosure of any past/current action. Submit signed undertaking in Annexure 3.	Documentary Evidence is required
5	GST Registration	Valid GST registration and PAN. Submit registration certificates.	Documentary Evidence is required
6	Registered Office in Uttar Pradesh	Bidder's registered office reflected in the applicable statutory registry shall be in Uttar Pradesh on the bid due date. Submit MCA/Registrar/registration master data and address evidence.	Documentary Evidence is required
7	Working Platform and URL	A working HIMS/HMIS/EHR platform covering the offered solution shall exist on the bid due date. Static mock-ups/slideware are not acceptable. Submit platform ownership/licence evidence, product note and secure URL/access mechanism for verification.	Documentary Evidence is required
8	Experience Certificate	1) The Bidder must have experience (a) one project of value not less than Rs. 9.8 crore in Govt. entity in last five (5) years (b) two projects of value not less than Rs.7.35 crore each in Govt. entity in last five (5) years (c) three projects of value not less than Rs. 4.9 crore each in Govt. entity in last five (5) years. AND 2) Bidder must have similar Experience for minimum 10 projects in Government Medical College / University / Teaching Hospital / Healthcare Institution Projects AND 3) Bidder must have deployment experience in at least 01 MEDICAL COLLEGE/PREMIER INSTITUTE of more than 1000 Beds.	Work order / contract / Mou/ completion certificate / client certificate / performance certificate / CA-certified project value (with CA-certified GST-inclusive reconciliation where applicable).

NOTE: All bidders shall be required to make a live demonstration/presentation.

- i.) Insolvency: The entity should not be under insolvency resolution as per Indian Bankruptcy Code at any stage of procurement process from the issuing of RFP to the signing of contract.
- ii.) The bidder should have a registered number of followings: -
 - PAN
 - GST

- iii.) The signatory signing the bid on behalf of the bidder should be duly authorized by the Board of Directors / Partners of the bidder to sign the bid on their behalf.
- iv.) The bidder must ensure to deposit the tender fees.
- v.) Bidder should undertake to comply all the EOI requirements including technical specifications
- vi.) In case of any wrong information submitted by bidder, the bid will be rejected and subsequently the bidder will be blacklisted from doing any business with ITI Limited.
 - a. Blacklisting Self Declaration - The bidder shall submit the undertaking that the bidder: -
 - b. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be stand blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.
 - c. Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
 - d. And their directors, partners and officers not have been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.

Part VI: Annexures

1. ANNEXURE-A: BID COVERING LETTER

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref: EOI no. dated

Subject: Bid Covering Letter against Expression of Interest (EOI)

Dear Sir,

Having examined the EoI/RFP/Tender document, we hereby submit our bid for the subject requirement which has emerged from some Government body to implement the above captioned project.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to ITI Limited is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Buyer in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI/RFP/Tender document including annexures and corrigendum if any and also agree to abide by this tender response for a period of 6 months from the date fixed for bid opening.

We hereby declare that in case the agreement is awarded to us, we shall submit the Performance Guarantee in the form of bank guarantee in the format to be provided by ITI Limited.

We agree that ITI Limited is not bound to accept any tender response that they may receive. We also agree that ITI Limited reserves the right in absolute sense to reject all or any of the services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

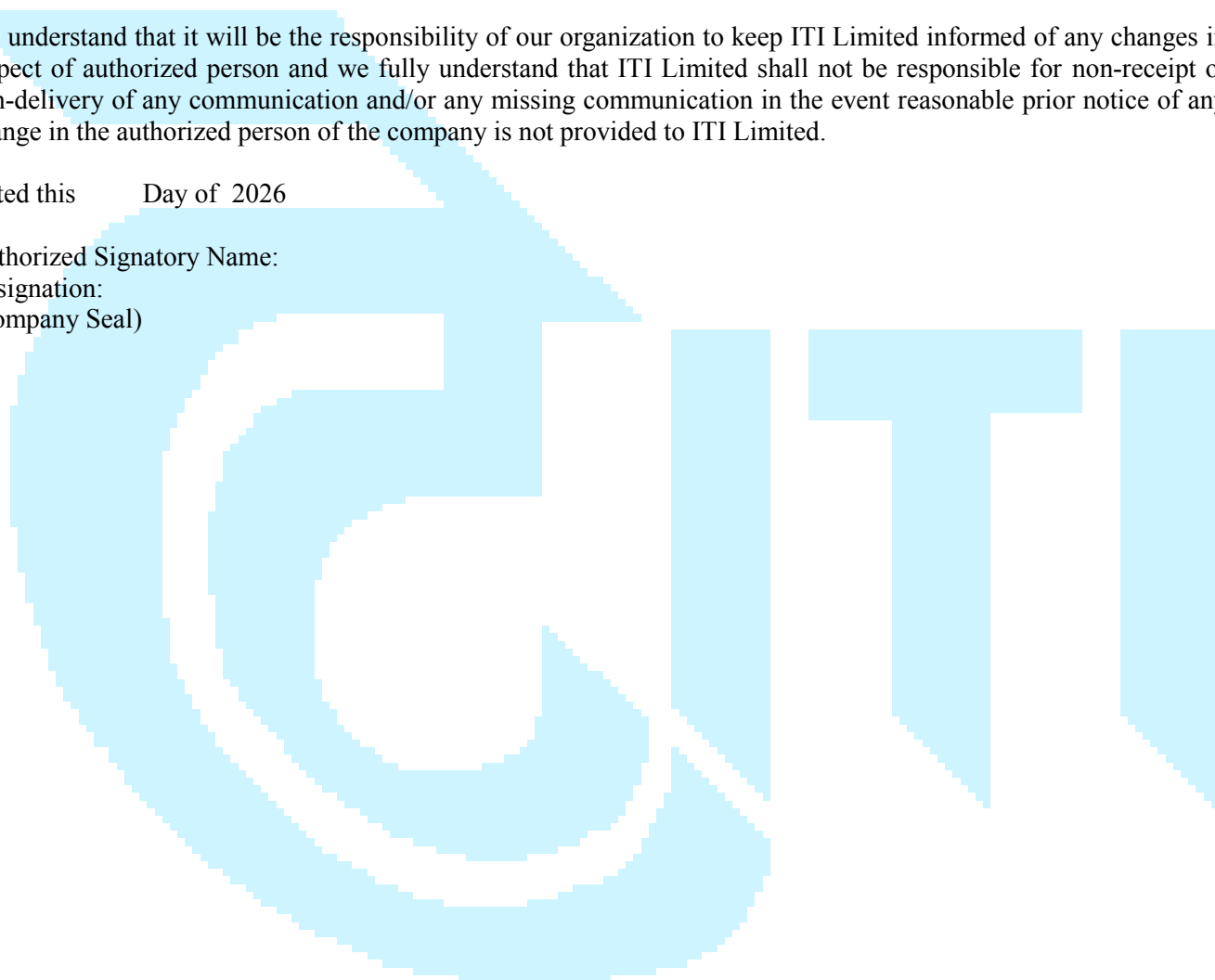
We understand that it will be the responsibility of our organization to keep ITI Limited informed of any changes in respect of authorized person and we fully understand that ITI Limited shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person of the company is not provided to ITI Limited.

Dated this Day of 2026

Authorized Signatory Name:

Designation:

(Company Seal)



2. ANNEXURE B: BIDDERS PROFILE

[On Bidder's Letter Head]

To,

HEAD MSPUP

ITI Limited, MSP-UP

ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,

Lucknow- 226 010, India

1.	Name and address of the company			
2.	Contact Details of the Bidder (Contact person name with Designation, Telephone Number, FAX,E- mail and Website)			
3.	Area of Business			
4.	Annual Turnover in last 3 financial years (Rs in Crore)	2022-23	2023-24	2024-25
5.	Date of Incorporation			
6.	GST Registration number			
7.	PAN Number			
8.	CIN Number, if applicable			
9.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof.			
10.	Status and details of disputes/ litigation/ arbitration, if any.			
11.	Name, Designation and address of the officer to whom all references shall be made regarding this EOI			
12.	Contact details of Authorized signatory in reference to this EOI			

Dated this Day of 2026

Authorized Signatory Name:

Designation:

(Company Seal)

3. ANNEXURE C: UNDERTAKING AGAINST NON-BLACKLISTING

[Non-judicial stamp paper of Rs. 100/- certified by Notary]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref.: EOI no. Dated:

Subject: Undertaking towards Non-Black Listing of our firm by any Govt. Body

Dear Sir,

We hereby declare that we have not been stand BLACK LISTED by any Govt. department/ PSU (State or Central)/ Autonomous Institution against our performance obligation in India and there has been no litigation with any government department on account of similar services for the last 5 years.

This declaration is being submitted as per the requirement of your EoI/RFP/Tender.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

4. ANNEXURE D: DECLARATIONS

[On Bidder's Letter Head]

**To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India**

**Ref.: EOI no. dated
Subject: Declarations against Expression of Interest (EoI) for**

Dear Sir,

We hereby declare / undertake the following.

We hereby declare that we will work with ITI as per EOI/RFP/Tender terms and conditions of ITI as well as end customer including warranty & post-warranty services and implementation of the project in the event of ITI winning the contract on back-to-back basis.

We hereby declare that we will submit the Tender Fee & EMD (while submitting the bid to the end customer in the form of Bank Guarantee / Demand Draft / Online Payment from any Nationalized / Scheduled Bank) & Performance Bank Guarantee to end customer or ITI (as decided by ITI) as per EoI/RFP/Tender terms & conditions. We also undertake that we will provide EMD & PBG to ITI as per the end-customer's EoI/RFP/Tender terms even if ITI is exempted to submit the same to end-customer because of its PSU status.

We hereby declare that we have 'No Objection/ No Claim/ No Compensation' from ITI Limited if this EoI/RFP/Tender is cancelled at any stage of evaluation process by ITI or the main EoI/RFP/Tender is cancelled by the end customer.

We hereby undertake that we will be equipped with the required manpower with qualifications, certifications and experience as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will be able to give the proposed solution as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will arrange required certificate & support (warranty & post-warranty/maintenance) in the name of ITI Limited from the OEM as per end customer's requirement.

We hereby undertake that we will obtain relevant statutory licenses for operational activities.

We hereby undertake that we will sign Consortium Agreement / Teaming Agreement / Integrity Pact with ITI for addressing the end customer's EoI/RFP/Tender if required.

We indemnify ITI Limited from any claims / penalties / statutory charges / liquidated damages / legal expenses if any etc. as charged by the end customer.

We hereby undertake to make arrangement for signing of agreement between OEM and ITI as per end customer's EoI/RFP/Tender requirements.

We hereby undertake that the OEMs who meet the eligibility and other conditions as per end customer's EoI/RFP/Tender requirement will be finalized by us and produce the required eligibility documents and other related documents of the OEM for final bid submission.

We hereby agree to take the responsibilities covered in the agreement (on back-to-back basis) to be signed between ITI & OEM (if required) as per end customer's EoI/RFP/Tender terms & conditions.

We hereby declare to supply equipment/components which are brand new, first hand and contain no previously used, recycled or refurbished components.

We hereby declare not to partner with any other organization for addressing this EoI/RFP/Tender.

We hereby declare to accept payment terms on back-to-back basis. Penalties, if any, will be borne by us.

We hereby declare to provide Bank Guarantee (110% of value for the period till the advance is settled) for getting the advance payment if any on back-to-back basis.

We hereby agree that ITI may take any punitive action as deemed fit, including forfeiture of EMD / Security submitted by us, if it is found that any of the documents / information provided by us (to meet the tender requirement including eligibility) is wrong/ forged/ misleading at any stage of tender processing / evaluation. The decision of ITI regarding forfeiture of the EMD shall be final and shall not be called upon question under any circumstances

Dated this Day of 2026

Authorized Signatory Name:

Designation:

(Company Seal)

ANNEXURE E: Bid Security Declaration

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref: EOI no. dated
Subject: Bid Security Declarations against Expression of Interest (EOI) for.....

Dear Sir,

I/We, the undersigned hereby declare that:

I/We know that the bid should be supported by a Bid Security Declaration (in lieu of EMD as per end customer) in accordance with your conditions. I/We accept to automatically be suspended from being eligible for bidding in any contract in ITI Limited for a period of three years from the date of opening of Bid, if I am/We are in breach of our obligation(s) under the bid conditions, because I/We

- a) have withdrawn our Bid during the period of bid validity or its extended period, if any; or
- b) having been notified of the acceptance of our Bid by the Contracting Authority within the period of bid validity
 - (i) have withdrawn/modified/amended, impairs or derogates from the EOI / tender, my/our Bid during the period of bid validity or its extended period, if any;
OR
 - (ii) have failed or refused to furnish a Performance Security in accordance with the Condition of the EOI/Tender Document;
OR
 - (iii) have failed or refused to sign the contract.

I/We know that this Bid Security Declaration will expire, if contract is not awarded to us, upon:

- a) the receipt of your notification to us of the name of the successful Bidder; or
- b) Thirty days after the expiration of the validity of my/our Bid or any extension to it.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

ANNEXURE F: FINANCIAL STRENGTH OF THE BIDDER

[On Bidder’s Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

S. No.	Financial Year	Net-worth Status (Positive/ Negative)	Whether Profitable (Yes/ No)	Annual Profit Before Tax (in INR)	Overall Annual Turnover (in INR)
1	2022-23				
2	2023-24				
3	2024-25				

Note:

- a) Copies of the audited Balance sheets duly audited by the statutory auditors of the Company or Chartered Accountant. AND
- b) Certificate from Statutory Auditor or Chartered Accountant regarding turnover as asked in the clause. AND
- c) Form as per Appendix E: Financial Strength of the Bidder

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

ANNEXURE G: FORMAT FOR PERFORMANCE BANK GUARANTEE

In consideration of the ITI, (hereinafter called “ITI”) having issued Letter of Intent dated < **insert date of LoI**> to < **insert Name of Bidder**> (hereinafter called the “Agency”) for “<>” pursuant to EOI No. < **insert EOI No.**> Dated < **insert date of EOI**> issued by it which stipulates that the Agency has to furnish an irrevocable **Performance Bank Guarantee to ITI for an amount equal to 5% (Five Percent) of the contract value**, from any Nationalized / Scheduled / Centralized Bank or a Private Section Bank authorized to conduct government business in India valid for 36 months with claim period of 39 months as security for the performance of its obligations in terms of the EOI and the Contract:

1. We < **insert Name of the Bank**> (herein after referred to as the “Bank”) hereby affirm, guarantee and undertake to pay to ITI any amount not exceeding the sum of ₹ < **insert numerical value equivalent to 5% of contract value**>/- (**Rupees <insert value in words equivalent to 5% of contract value > Only**), without any demur and objection whatsoever, merely against the first written demand of ITI stating that the amount demanded therein has become due to it on account of the failure of the agency to perform its obligations under the Contract, without ITI needing to prove or to show grounds or reasons for demand of the sum specified therein. Any such demand made on us by ITI shall be conclusive in all its respects, including the amount due and payable.
2. We declare that ITI’s demand in writing as aforesaid will be unquestionably binding upon us, our liability arising upon written demand of ITI being absolute, unqualified and irrevocable until the sum as demanded therein is paid to ITI in full. We hereby waive the necessity of ITI demanding the said amount from the Agency before presenting us with the demand.
3. We undertake unconditionally and irrevocably to make payment to ITI of the sum demanded in the aforesaid written demand, irrespective of any dispute between ITI and the Agency under the Contract.
4. We further agree that ITI and the Agency shall have the right, without our consent and without effecting in any manner our obligations here under to vary any of the terms and conditions of the Contract. No change or addition to or other modification of the terms of the contract or of any of the contract documents shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.
5. This Guarantee shall also not be discharged by any forbearance or indulgence granted by ITI to the Agency as to payment, time, performance or otherwise.
6. We waive in favour of ITI all or any of our rights as surety, which may be at any time be inconsistent with the provisions of this guarantee.
7. Our liability under this Guarantee shall not be affected by:
 - i. any change in the status or constitution of the ITI
 - ii. any change in our status or constitution
 - iii. any change in the status or constitution of the Agency

8. This Guarantee shall be governed in all respects by Indian law and shall be subject to the exclusive jurisdiction of Courts at New Delhi.
9. This guarantee is irrevocable and shall be valid until the _____ day of _____ unless extended further. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to ☐ < **insert numerical value equivalent to 5% of contract value** >/- (Rupees < **insert value in words equivalent to 5% of contract value** >Only), and unless a claim in writing is lodged with us within three months of the date of expiry or extended date of expiry of this Guarantee all our liabilities under this Guarantee shall stand discharged.

Dated the - - - - - day of - - - - - , 20 - -

(Signature of the authorized officer of the Bank)

Name and designation of the Officer

Seal, Name & Address of the Bank and Address of the Branch)

ANNEXURE H: INTEGRITY PACT

PURCHASE ORDER No.

THIS Integrity Pact is made on.....day of2026.

BETWEEN

ITI Limited having its Registered & Corporate Office at ITI Bhavan, Dooravaninagar, Bangalore – 560 016 and established under the Ministry of Communications, Government of India (hereinafter called the Principal), which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall also include its successors and assigns) ON THE ONE PART

AND

..... Represented by Chief Executive Officer (hereinafter called the Contractor(s), which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the contractor ON THE SECOND PART.

Preamble

WHEREAS the Principal intends to award, under laid down organizational procedures, contract for of ITI Limited. The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles as mentioned herein this agreement.

WHEREAS, to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact the terms and conditions of which shall also be read as integral part and parcel of the Tender Documents and contract between the parties.

NOW THEREFORE, IN CONSIDERATION OF MUTUAL COVENANTS STIPULATED IN THIS PACT THE PARTIES HEREBY AGREE AS FOLLOWS AND THIS PACT WITNESSETH AS UNDER:

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

1.1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a. No employee of the Principal, personally or through family members, will in connection with the tender for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

1.2. If the Principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Act or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

SECTION 2 – COMMITMENTS OF THE BIDDER/CONTRACTOR

2.1. The Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the tender process and during the execution of the contract.

- a. The contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The contractor(s) will not enter with other contractors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

- c. The contractor(s) will not commit any offence under IPC/PC Act, further the contractor(s) will not use improperly, for purposes of competition of personal
- 3. gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Contractor(s) of foreign origin shall disclose the name and address of the agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. The Contractor(s) will not bring any outside influence and Govt. bodies directly or indirectly on the bidding process in furtherance to his bid.
- g. The Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

SECTION 3 – DISQUALIFICATION FROM TENDER PROCESS & EXCLUSION FROM FUTURE CONTRACTS

- 3.1.If the Contractor(s), during tender process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Contractor(s) from the tender process.
- 3.2.If the Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.
- 3.3.The Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.
- 3.4.A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.

- 3.5. The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder(s)/ Contractor(s) shall be final and binding on the Bidder(s)/ Contractor(s), however the Bidder(s)/ Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.
- 3.6. On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not be entitled for any compensation on this account.
- 3.7. subject to full satisfaction of the Principal, the exclusion of the Contractor(s) could be revoked by the Principal if the Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

SECTION 4 – PREVIOUS TRANSGRESSION

- 4.1. The Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the tender process.
- 4.2. If the Contractor(s) makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section-5 of this Pact.

SECTION 5 – COMPENSATION FOR DAMAGE

- 5.1 If the Principal has disqualified the Bidder(s)/Contractor(s) from the tender process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equivalent to Earnest Money Deposit/Bid Security apart from any other legal that may have accrued to the Principal.
- 5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS

- 6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.
- 6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its sub- contractor(s)/sub-vendor(s)/associate(s), if any, and to submit the same to the Principal along with the tender document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its sub-contractors/sub- vendors/associates.
- 6.3 The Principal will disqualify from the tender process all bidders who do not sign this Integrity Pact or violate its provisions.

SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATING BIDDER(S)/ CONTRACTOR(S)

7.1 If the Principal receives any information of conduct of a Contractor(s) or sub- contractor/sub- vendor/associates of the Contractor(s) which constitutes corruption or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer of the Principal for appropriate action.

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this pact.

8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.

8.3 The Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Contractor(s) with confidentiality.

8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.

8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within a reasonable time from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.

8.6 If the Monitor has reported to the Chairman & Managing Director of the Principal a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman & Managing Director of the Principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

8.7 The word ‘Monitor’ would include both singular and plural.

8.8 Details of the Independent External Monitor appointed by the Principal at present is furnished below:

IEM - I

Shri Atul Jindal, IFS (Retd.)
3/10 VisheshKhand, Opp. Little Friend School, Gomti Nagar,
Lucknow-226010 (UP)

IEM - II

Shri Benny John, IRS (Retd.)
Villa No. 36, Kent Plam Villas, Fort Valley Township, Athani,
Kakkanad, Ernakulam, Kerala – 682 030.

Any changes to the same as required / desired by statutory authorities is applicable.

SECTION 9 – FACILITATION OF INVESTIGATION

9.1. In case of any allegation of violation of any provisions of this Pact or payment of commission, the Principal or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Bidder(s)/Contractor(s) and the Bidder(s)/Contractor(s) shall provide necessary information and documents in English and shall extend all help to the Principal for the purpose of verification of the documents.

SECTION 10 – LAW AND JURISDICTION

- 1.1. The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall be the seat of the Principal.
- 1.2. The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

SECTION 11 – PACT DURATION

- 4.1. This Pact begins when both the parties have legally signed it. It expires after 12 months on completion of the warranty/guarantee period of the project / work awarded, to the fullest satisfaction of the Principal.
- 4.2. If the Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the Contractor(s).
- 4.3. If any claim is lodged/made during the validity of the Pact, the same shall be binding and continue to be valid despite the lapse of the Pact unless it is discharged/determined by the Chairman and Managing Director of the Principal.

SECTION 12 – OTHER PROVISIONS

- 12.1. This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate Office of the Principal at Bengaluru.
- 12.2. Changes and supplements as well as termination notices need to be made in writing by both the parties. Side agreements have not been made.
- 12.3. If the Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.
- 12.4. Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

12.5. Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.

12.5. The action stipulates in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof the parties have signed and executed this Pact at the place and date first done mentioned in the presence of the witnesses:

For PRINCIPAL

For CONTRACTOR(S)

.....
(Name & Designation)
Witness

.....
(Name & Designation)
Witness

1).....

1).....

Annexure I: Price Bid Format (BOQ) – Financial Bid

Financial Packet only. All amounts in INR. GST shall be shown separately. ITI Limited shall insert the approved Evaluation Volumes and any module-wise ceiling rates before final issue.

Financial Undertaking: The quoted Base SDE Rates are all-inclusive of the complete downstream solution and obligations assigned to the Business Associate, including Common Core/enabling services, implementation/configuration, migration, integrations, training, support/O&M, upgrades, security/compliance and continuity/exit, except items expressly excluded by ITI Limited. No minimum SDE volume/revenue is guaranteed.

Module ID	Evaluation Row / Module Category	5-Year Estimated SDE Volume (A)	Bidder-Quoted Base SDE Rate (□) (B)	5-Year Total Base SDE Value (□) (A × B)
M-01	OPD Registration	44,20,505	[To be quoted]	[Volume × Rate]
M-02	Appointment Scheduling	44,20,505	[To be quoted]	[Volume × Rate]
M-03	Queue Management	44,20,505	[To be quoted]	[Volume × Rate]
M-04	Doctor OPD Workbench	44,20,505	[To be quoted]	[Volume × Rate]
M-05	Nursing OPD Workbench	44,20,505	[To be quoted]	[Volume × Rate]
M-06	CPOE / e-Prescription	67,41,272	[To be quoted]	[Volume × Rate]
M-07	Emergency Management	2,87,778	[To be quoted]	[Volume × Rate]
M-08	IPD / ADT	9,61,461	[To be quoted]	[Volume × Rate]
M-09	Doctor IPD Workbench	23,20,767	[To be quoted]	[Volume × Rate]
M-10	Nursing IPD	23,20,767	[To be quoted]	[Volume × Rate]

	Workbench			
M-11	Discharge Management	3,81,271	[To be quoted]	[Volume × Rate]
M-12	Diet and Kitchen Management	23,20,767	[To be quoted]	[Volume × Rate]
M-13	Internal Clinical Referral	17,68,202	[To be quoted]	[Volume × Rate]
M-14	Inter-facility Referral Management	38,682	[To be quoted]	[Volume × Rate]
M-15	Billing and Financial Management	1,22,12,091	[To be quoted]	[Volume × Rate]
M-16	PM-JAY / Ayushman Claims	35,365	[To be quoted]	[Volume × Rate]
M-17	Laboratory Information System	3,16,92,466	[To be quoted]	[Volume × Rate]
M-18	Pharmacy	1,76,82,020	[To be quoted]	[Volume × Rate]
M-19	Blood Bank	3,08,960	[To be quoted]	[Volume × Rate]
M-20	Vaccination & Immunisation	59,679	[To be quoted]	[Volume × Rate]
M-21	OT / Surgery Management	3,75,750	[To be quoted]	[Volume × Rate]
M-22	Physiotherapy	55,148	[To be quoted]	[Volume × Rate]
M-23	Dialysis	31,782	[To be quoted]	[Volume × Rate]
M-24	Chemotherapy	1,192	[To be quoted]	[Volume × Rate]
M-25	Psychotherapy / Counselling	11,053	[To be quoted]	[Volume × Rate]
M-26	Medico-Legal Case / MLR	31,831	[To be quoted]	[Volume × Rate]
M-27	Birth Registration	35,921	[To be quoted]	[Volume × Rate]
M-28	Death Registration	34,261	[To be quoted]	[Volume × Rate]
M-29	Autopsy Management	2,733	[To be quoted]	[Volume × Rate]
M-30	Mortuary Management	7,407	[To be quoted]	[Volume × Rate]
	Total			
	ITI Margin in %			

*****End of Document*****